

Prescription Program



Mail Service



Eliminate monthly trips to the pharmacy with medications delivered right to your door!

Whether you use a maintenance medication or a supplement for a chronic condition, you'll appreciate the *affordability, convenience* and *added safety* our Anthem Rx Direct mail service pharmacy has to offer.

Affordability — save on copayments

For most plans, Anthem Rx Direct mail service provides a greater supply of medications for less money. You'll typically save money on each prescription filled by the Anthem Rx Direct mail service pharmacy.

At Anthem Rx Direct, your prescription orders are filled by our registered pharmacists who dispense generic equivalent medications for brand-name medications unless you or your physician directs otherwise. This will also potentially save you money.

Convenience — prescriptions delivered where you need them

Your prescriptions can be ordered through Anthem Rx Direct mail service and delivered directly to your home, office or anywhere in the United States. Ordering maintenance medications through Anthem Rx Direct eliminates monthly trips to the pharmacy because your doctor can write prescriptions for the maximum allowable days' supply that your plan allows. (See your Health Plan Certificate or Evidence of Coverage for details.)

You can order refills and check order status 24 hours a day by visiting www.anthem.com or calling our automated, toll-free number.

Safety — multiple checks by licensed pharmacists

Almost as soon as it is received, Anthem Rx Direct's registered pharmacists screen your prescription against our claims information for possible allergies, interactions, duplications or other potential problems. Before any prescription leaves Anthem Rx Direct, it is reviewed by our pharmacists **multiple times**.

For speech and hearing impaired assistance (TDD/TTY), call 1 (800) 221-6915, Monday-Friday, 8:30 a.m. - 5 p.m., Eastern time.

Anthem Rx Direct customer care

We are here to serve you.

For additional information about Anthem Rx Direct, please visit our web site at www.anthem.com. You can also call customer care at **1 (800) 962-8192**, Monday through Friday, 8:30 a.m. to 11 p.m., or on Saturday from 9 a.m. to 7 p.m., Eastern time.

How to use your mail service pharmacy benefit

Placing first time orders:

1. Contact your physician for a new prescription written for your *maximum allowable days' supply* (usually 90 days). This helps you get the most for your money.
2. Complete the order form on the back of this sheet.
3. Send the **ORIGINAL** prescription, the completed order form and proper payment to:

*Anthem Rx Direct
P.O. Box 746000,
Cincinnati, Ohio 45274-6000*

Getting started in mail service:

1. Have your prescription information (with doctor's name and phone number) and credit card (MasterCard, VISA or Discover Card) ready.
2. Call toll free, **1 (888) 613-6091**, Monday through Friday, 8:30 a.m. to 5 p.m., Eastern time.
3. We will guide you through the process.

Refilling prescriptions (three simple ways):

1. Visit our web site at www.anthem.com.
2. Complete and mail the order form that comes with your medications.
3. Call **1 (800) 962-8192**. You can remain on the line for personal service or press 3 to use the automated system. When using the automated system:
 - a) Enter the seven-digit number from your prescription label, as prompted.
 - b) Enter a credit card number you have previously used with Anthem Rx Direct.
 - c) Wait to confirm the refill, then repeat *step a* if you need additional refills.

Answers to your prescription benefit questions:

1. Have your policy ID number ready.
2. Call **1 (800) 962-8192** and press 2 for order status.
3. You can press 0 for a customer care professional.

Please allow 10 days to receive mail service orders.

Anthem Rx Direct

Prescription Order Form
Anthem Rx Direct
P.O. Box 746000
Cincinnati, Ohio 45274-6000

Customer Care
1 (800) 962-8192

Mon.-Fri., 8:30 a.m. - 11 p.m., Eastern time
Sat., 9 a.m. - 7 p.m., Eastern time

Fold in thirds and mail in envelope.

Ship to:			
Cardholder's name	Cardholder's ID no.	Phone no. (day)	Phone no. (evening)
Street	e-mail (optional)		Apt. no.
City	State		ZIP code
Payment information (Payment must be included with order. Make check or money order payable to Anthem Rx Direct.)			
<input type="checkbox"/> VISA <input type="checkbox"/> MasterCard	Credit card no.		Exp. date
<input type="checkbox"/> Discover Card	_____ ● _____ ● _____ ● _____		Mo. <input type="checkbox"/> <input type="checkbox"/> Yr. <input type="checkbox"/> <input type="checkbox"/>
Total amount due* \$	Please sign for credit card order.	Do you want childproof caps used? <input type="checkbox"/> Yes <input type="checkbox"/> No	

**If you miscalculated the "total amount due," your card will automatically be billed the correct amount. Please check your invoice when this prescription arrives for the actual amount billed to your card.*

New prescription orders			
Name of patient for whom the prescription is enclosed	Date of birth	Sex	Relationship
Have you taken this medication before? <input type="checkbox"/> Yes <input type="checkbox"/> No		<input type="checkbox"/> Male <input type="checkbox"/> Female	<input type="checkbox"/> Self <input type="checkbox"/> Spouse <input type="checkbox"/> Child
Doctor(s) name(s)	Doctors(s) phone number(s)	Drug allergies/health conditions	
Doctor(s) name(s)	Doctors(s) phone number(s)	Drug allergies/health conditions	
Name of patient for whom the prescription is enclosed	Date of birth	Sex	Relationship
Have you taken this medication before? <input type="checkbox"/> Yes <input type="checkbox"/> No		<input type="checkbox"/> Male <input type="checkbox"/> Female	<input type="checkbox"/> Self <input type="checkbox"/> Spouse <input type="checkbox"/> Child
Doctor(s) name(s)	Doctors(s) phone number(s)	Drug allergies/health conditions	
Doctor(s) name(s)	Doctors(s) phone number(s)	Drug allergies/health conditions	
Refill orders			
Refill numbers	Patient name	Medication names	
Refill numbers	Patient name	Medication names	

TO REORDER
PLACE REFILL LABEL HERE.

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Having difficulty filling out this form? Call our special Anthem Rx Direct Helpline, 1 (888) 613-6091, to have a customer care professional guide you through the process. For more information, visit our web site at www.anthem.com. For speech and hearing impaired assistance (TDD/TTY), call 1 (800) 221-6915, Monday-Friday, 8:30 a.m. - 5 p.m., Eastern time.